

Partner Engagement Associate

InSight Telepsychiatry – External Operations Department

Position Summary

InSight is seeking a communications-savvy, ultra-organized and customer-service driven partner engagement associate. The individual will use their skills to add value to InSight’s partnerships, educate others on telepsychiatry and keep the external operations team running efficiently. InSight’s partners include hospitals, health systems, community mental health centers, correctional facilities, universities, insurance companies, employers and primary care facilities. This fast-paced, entry-level position is the perfect fit for an individual looking to grow with a rapidly expanding health care organization.

Organization Overview

InSight is the leading national telepsychiatry service provider organization with a mission to transform access to quality behavioral health care through innovative applications of technology. InSight has two decades of experience with telepsychiatry, and serves hundreds of organizations across the country with its on-demand, scheduled, connected services and Inpathy divisions. InSight is uniquely positioned to offer scalable telepsychiatry services in settings across the continuum of care. InSight has a diverse provider team, a robust internal infrastructure and a history of adapting its programs to fit the needs of a variety of different settings and populations.

www.InSightTelepsychiatry.com

Job Responsibilities

Partner-Facing Support

- Build and maintain relationships with contacts at partner organizations
 - Participate in relevant partner-facing meetings including kick off calls
- Facilitate projects that add value to partners in collaboration with the marketing and communications team including:
 - Partner participation at conferences or events
 - Press and media opportunities for partners
 - Annual selection and promotion of InSight’s partner of the year awards and other external awards
 - Partner case studies and testimonials being shared via co-promotional presentations and resources
 - Participation in InSight-hosted continued education opportunities
 - The creation of partner-facing newsletters
- Use templates to create educational and promotional materials for each program including: launch Prezis, workflows, “announcing telepsychiatry” poster and other documents
 - Print and mail physical resources to partners upon request
- Oversee the creation and maintenance of consumer-facing materials for partners or for the Inpathy Virtual Group Practice including: intake forms, consent for telepsychiatry forms, consumer-surveys, patient education material and other similar documents
- Update and maintain partner-facing implementation and program materials including: welcome packets, training content, email templates, FAQs and other resources
- Coordinate partner-facing welcome, thank you and holiday gifts
- Look for opportunities to add additional value to InSight’s partnerships and facilitate “farming” initiatives

External Operations Department Support

- Oversee the external operation's team use of Smartsheets, Salesforce and the shared drive
 - Ensure data integrity
- Create, maintain and help hold others accountable to department-wide standards for partner communication and program information
- Support the external operations team with regular data reporting and benchmarking
- Oversee activities to keep the external operations team motivated and connected to one another
- Share the successes of the external operations department through existing resources like the InSight Scoop and other creative channels
- Work with the regulatory specialist to ensure the external operations team and partners understand and apply relevant regulatory information to each program
- All other duties as assigned

Job Requirements

- Bachelor's degree in healthcare administration, project management, communications or related field
- People person with strong customer service experience
- Exceptional written and verbal communication skills
- Superb organizational, time management and problem solving skills
- Task oriented
- Professional demeanor

Ideal Candidate

- Salesforce experience
- Creative thinker
- Experience with Prezi
- Desire to grow and develop with the organization
- Comfortable working with a remote team
- Independent worker
- Ability to multitask

Logistics

- Position available August 2018
- Position based in Marlton, NJ, Washington, DC or Lynchburg, VA
- Full-time with potential opportunity for flexible work schedule
- Reports to the external operations director
- FLSA Status: Exempt

To apply, please send your resume and a customized cover letter to jnapoli@in-sight.net.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

EOE M/V/F/D